

SELF DIRECTED ATTENDANT CARE MEMBER MANUAL TABLE OF CONTENTS

MEMBER INFORMATION

Mission and Vision.....	1
General Information.....	2
Member Roles, Rights and Responsibilities	4
Attendant Care Worker Roles, Rights and Responsibilities.....	6
Case Manager Roles, Rights and Responsibilities	8
Fiscal Employer Agent Roles, Rights and Responsibilities.....	10
Appeal and Grievance Rights.....	11
Needs and Service Planning	12
Deciding What is Important.....	13
Determining Your Needs and Service Plan	14
Using “What Do I Need” Checklist.....	15
Determining Training Needs for the Member.....	15
Determining Hours	16
Finding an Attendant Care Worker.....	17
Hiring: Job Description.....	18
Finding Workers/Advertising.....	21
Pros and Cons of Hiring.....	23
Screening, Interviewing and Background Checks.....	24
Choosing a Qualified Person	30
After Hiring an Attendant Care Worker.....	32
Employment Agreement and Schedule	34
Fiscal Employer Agent.....	35
Training Your ACW	36
Being A Successful Employer.....	38
General Information.....	39
Evaluating Your Attendant Care Worker.....	41
Pointers on Supportive Feedback	42
Letting Your Attendant Care Worker Go.....	43
Boundaries.....	44

Ensuring Quality Service	46
Quality Service Defined	47
Creating and Maintaining A Backup Plan	48
Planning for Emergencies and Keeping Safe.....	50
Fall Prevention	51
Fraud, Abuse, Neglect and Exploitation	53
Identity Theft: Minimize Your Risk	55
Medical Decisions.....	57
Advance Directives	58
Do Not Resuscitate (DNR)	59

GENERAL INFORMATION FOR MEMBERS AND ATTENDANT CARE WORKERS

Communication.....	60
Communication Skills	62
Managing Emotions	66
Conflict Management	67
Stress Management.....	68
Stress and Anxiety	69
Relaxation Techniques	71
Home and Fire Safety.....	74
Fire Safety	75
Additional Help and Information.....	79

TRAINING INFORMATION AND MATERIALS FOR THE MEMBER

Introduction	87
Required Training	90
Training and Orientation Schedule.....	93
Training Schedule.....	94
Orientation Day One	95
Orientation Day Two.....	96
Orientation Day Three.....	97
Orientation Day Four	98
Orientation Day Five and Ongoing.....	99

TRAINING MATERIALS AND OTHER RESOURCES FOR THE ATTENDANT CARE WORKER

Attendant Care Worker Roles, Rights and Responsibilities.....	103
Universal Precautions (Mandatory Training)	105
HIPAA (Mandatory Training)	110
Attendant Care Worker Code of Conduct.....	112
Caregiver Burnout.....	114
Fraud, Abuse, Neglect and Exploitation.....	118
Home and Fire Safety.....	123
Fall Prevention	124
Fire Safety	126
Safety Tips for Attendant Care Workers	127
Things to Know as an Attendant Care Worker	128
Attendant Care Worker Tips	129
Boundaries.....	130
Communication Skills	132
Maintaining a Clean Environment.....	134
Cleaning	135
Nutrition and Food Handling Guidelines	137
Proper Body Mechanics	141
Mobility.....	143
Transferring and Ambulation	145
Bathing.....	147
Providing a Bed Bath	149
Information About Diseases	150
Alzheimer’s	151
Arthritis	153
Chronic Obstructive Pulmonary Disease.....	154
Congestive Heart Failure	155
Depression.....	156
Diabetes	158
Flu and Pneumonia.....	161
Multiple Sclerosis.....	164
Muscular Dystrophy	166
Osteoporosis	167
Parkinson’s Disease	168
Spinal Cord Injury.....	169
Strokes.....	171
Secondary Conditions	172

Bowel Dysfunction	173
Chronic Pain.....	175
Dental Disease	176
Fatigue	177
Medication Side Effects	178
Migraines.....	179
Nutrition/Obesity	180
Pressure Sores/Ulcers	181
Respiratory Problems.....	183
Skin Problems	184
Sleep Disorders	185
Spasms/Contractures.....	187
Stress and Anxiety.....	188
Urinary Tract Infections/Bladder Infections.....	190
NOTES	192

FORMS

Member Checklist

Self Directed Attendant Care Agreement

Rating Your Priorities

“What Do I Need?” Checklist

Training Needs Checklist For Members

Self Directed Attendant Care Application for Employment

Self Directed Attendant Care Skills Checklist

**Self Directed Attendant Care Member/Attendant Care
Worker Work Agreement**

Evaluation Form

Emergency Phone Numbers and Emergency Plan

Self Directed Attendant Care Reporting Form

Backup Attendant Care Worker List